



LEWIS BRISBOIS BISGAARD & SMITH LLP

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April 22, 2022

VIA EMAIL

Attorney General John Formella
Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301
Email: attorneygeneral@doj.nh.gov

Re: Notice of Data Security Incident

Dear Attorney General John Formella:

Lewis Brisbois Bisgaard & Smith LLP represents Easterns Automotive Group (“Easterns”) in connection with a data security incident described in greater detail below. Easterns is a family-owned Used Car Dealership with Headquarters in Sterling, Virginia and multiple locations in both Virginia and Maryland. The purpose of this letter is to notify you of the incident in accordance with New Hampshire’s data breach notification statute.

Nature of the Security Incident: In July of 2021, Easterns experienced a network disruption. They immediately initiated an investigation and secured their network. They also engaged third-party digital forensics experts to assist with the investigation and determine whether sensitive information may have been accessed or acquired during the incident. Through their investigation, which was completed on March 14, 2022, they learned that certain files containing personal information were accessed or acquired without authorization during the incident. They then took steps to identify up-to-date address information to notify affected persons. That process was completed on March 22, 2022.

Type of Information and Number of New Hampshire Resident(s) Involved: The incident involved personal information for one (1) New Hampshire resident. The information involved for the impacted New Hampshire resident included drivers license information and Social Security numbers.

The affected individual was notified on April 22, 2022 and offered credit monitoring and identity protection services for 12 months. A sample copy of the notification letter sent to the affected New Hampshire resident(s) is attached.

Measures Taken to Address the Incident: In response to the incident, Easterns retained cybersecurity experts and launched a forensics investigation to determine the source and scope of the matter. Easterns also reported the matter to the Federal Bureau of Investigation. Easterns has also taken substantial steps to enhance the security of its network. Finally, as referenced above, Easterns is notifying the affected individuals and offering them 12 months of credit monitoring and identify theft protection, and providing steps they can take to better secure their personal information.

Contact Information: Easterns is dedicated to protecting the sensitive information within its control. If you have any questions or need additional information regarding this incident, please contact Sean Hoar at Sean.Hoar@lewisbrisbois.com or Shaun Goodfriend at Shaun.Goodfriend@lewisbrisbois.com.

Sincerely,



Sean B. Hoar of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl: Sample New Hampshire Resident Individual Notification Letter

Easterns Automotive Group

10300 SW Greenburg Rd. Suite 570
Portland, OR 97223



<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

To Enroll, Please Call:
1-833-903-3648
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

April 18, 2022

Re: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

We are writing to inform you of a data security incident that may have involved some of your personal information. At Easterns Automotive Group (“Easterns”), we are committed to the security of all information within our possession. This is why we are writing to notify you of this incident, to offer you complimentary identity monitoring services, and to inform you about steps that can be taken to help safeguard your personal information.

What Happened. On July 10, 2020, we experienced a network disruption. We immediately initiated an investigation and secured our network. We also engaged third-party digital forensics experts to assist with the investigation and determine whether sensitive information may have been accessed or acquired during the incident. Through our investigation, which was completed on March 14, 2022, we learned that certain files containing your personal information were accessed or acquired without authorization during the incident. We then took steps to identify up-to-date address information to notify you. That process was completed on March 22, 2022.

What Information Was Involved. The information affected during the incident included your first name, last name, and <<impacted data>>.

What Are We Doing. As soon as we discovered the incident, we took the steps described above. We also implemented enhanced security measures to help prevent a similar incident from occurring in the future. We also notified the Federal Bureau of Investigation and will provide whatever cooperation is necessary to hold the perpetrators accountable. We are also offering you complimentary identity protection services through IDX, a data security and recovery services expert. This complimentary <<12/24 months>> enrollment in IDX identity protection includes: credit and CyberScan monitoring, a \$1 million insurance reimbursement policy, and fully managed identity theft recovery services. Additional information about these services is included with this letter.

What You Can Do. Please follow the recommendations included with this letter to help protect your personal information. You can also enroll in the IDX identity protection services being provided to you, at no cost, through IDX. To enroll, please visit the IDX website at <https://app.idx.us/account-creation/protect> and provide your enrollment code located at the top of this page. Please note that the deadline to enroll is July 18, 2022. Additional information describing the IDX identity protection services, along with other recommendations to protect your personal information, is included with this letter.

For More Information. Please accept our sincere apologies for any worry or inconvenience this incident might cause you. If you have any questions, please call us directly at 1-833-903-3648.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joel Bassam', written in a cursive style.

Joel Bassam
President
Easterns Automotive Group

Steps You Can Take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.



<<12/24 month>> Enrollment in IDX Identity Protection

Website and Enrollment. Please visit <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code included with this letter.

Activate the credit monitoring provided as part of your IDX membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

Telephone. Contact IDX at **1-833-903-3648** to speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

This IDX enrollment will include <<12/24 month>> enrollment into:

SINGLE BUREAU CREDIT MONITORING - Monitoring of credit bureau for changes to the member's credit file such as new credit inquires, new accounts opened, delinquent payments, improvements in the member's credit report, bankruptcies, court judgments and tax liens, new addresses, new employers, and other activities that affect the member's credit record.

CYBERSCAN™ - Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information like SSNs, bank accounts, email addresses, medical ID numbers, driver's license numbers, passport numbers, credit and debit cards, phone numbers, and other unique identifiers.

IDENTITY THEFT INSURANCE - Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible, from an A.M. Best "A-rated" carrier. Coverage is subject to the terms, limits, and/or exclusions of the policy.

FULLY-MANAGED IDENTITY RECOVERY - IDX fully-managed recovery service provides restoration for identity theft issues such as (but not limited to): account creation, criminal identity theft, medical identity theft, account takeover, rental application, tax fraud, benefits fraud, and utility creation. This service includes a complete triage process for affected individuals who report suspicious activity, a personally assigned IDX Specialist to fully manage restoration of each case, and expert guidance for those with questions about identity theft and protective measures.